

Title: Client Support Specialist (3 Years Grant Funded)

Department: Elder Affairs Program

Hours Worked: 30 hours per week.



Job Description

Reports to: Program Director

Supervises: None

FLSA Status: Non-Exempt

The Client Support Specialist provides direct assistance to the Case Management Program serving elderly victims of crime. This position supports Case Managers by performing essential outreach and client support functions to help ensure older adults who have experienced abuse, neglect, exploitation, fraud, or other crimes receive timely, compassionate, and effective services. The Client Support Specialist plays a key role in maintaining program efficiency, client engagement, and accurate documentation while upholding the highest standards of confidentiality and respect for the dignity of each client.

Essential Duties and Responsibilities:

- Coordinating and scheduling appointments, home visits, and follow-ups, accompanying case manager on home visits as needed.
- Provide clients with emotional support, reassurance, and clear communication regarding available services and processes.
- Accompany clients to appointments (e.g., legal, medical, or benefits-related) as needed.
- Help client's complete applications, forms, and other necessary documentation.
- Assist with crisis intervention and safety planning with the support of a Case Manager.
- Identifying and connecting clients to community resources (e.g., food, transportation, housing, counseling, financial assistance) to include follow-up.
- Complete post closure follows up client questionnaire at 30 and 90 days after closure to determine needs remain met, revictimization or vulnerability.
- Distribute information and education about program services, victim rights, available services, and elder abuse prevention. This could include staffing tabling and networking events in the community.
- Serve as digital client file custodian: receive, review, scan and file appropriate case record and client documents in our Client Tract database.
- Gather and track results of client satisfaction surveys prior to closure in the program.
- Management/ tracking/ reconciliation of direct client financial assistance by entering check requests for approval in our fiscal management system and in Client Track. Collaboration with program staff and agency finance department.
- Adhere to program policies, funding requirements, and victim services best practices.
- Protect client confidentiality in accordance with HIPAA and other applicable regulations.
- Attend staff meetings.
- Attend additional training as determined by needs outlined in the annual evaluation.
- Complete required training in elder abuse awareness, victim services, and mandated reporting.
- Confer with Case Manager and Program Director about unusual problems.

- Participate in a Continuous Quality Improvement (CQI) team.

Qualifications:

- Bachelor's degree with two years' relevant experience in Elder Services/ Office Management
- One year's experience in case management is desirable.
- Ability to work effectively with staff, clients, vendors, and others in the community.
- Strong interpersonal skills and flexibility
- Strong organizational skills and ability to create spreadsheets, reconcile, reporting.
- Computer literate and high comfort level and ability to independently use systems such as, but not limited to, Word, Excel, Client Track (case management system) MFiles, Share Point, QuickBooks, DocuSign, scanning, and email.
- Ability to forge a mutually respectful partnership with their supervisor, co-workers, and clients. Catholic Charities employees will be provided with the training to develop an understanding of and sensitivity to cultural differences. This sensitivity includes specific cultural and ethnic groups, religious differences, various socio-economic groups, and those living alternative lifestyles.
- Effective communication skills both verbal and written.
- Work requires the ability to prioritize and set limits.
- Ability to complete tasks/ job assignments in a timely manner.
- A commitment to the team and empowering others to grow.
- The ability to establish a respectful relationship with people served to help them gain skills and confidence.
- The ability to work as a team player and collaborate with other personnel and / or service providers or professionals.
- Knowledge and Support of Catholic Church teachings
- Florida Driver's License, excellent driving record, and access to vehicles
- Exhibits professional telephone manners, interpersonal skills, confidentiality.
- Ability to work effectively with Diocesan employees, pastors, departments heads, representatives of other agencies and the public.
- Ability to multi-task, work independently and make responsible judgment calls.
- Ability to respect confidentiality and consistently exercise discretion and good business judgment.

Physical Requirements:

- Job demands may require extended hours from time to time.
- Ability to work closely with others and alone.
- Willingness to travel throughout Palm Beach County to fulfill job requirements.
- Willingness to respond to emergency situations without notice.
- Willingness to prioritize and respond to the needs of potential clients.
- Occasional light lifting and carrying of under 15 pounds.
- Occasional moderate carrying and lifting of 15 – 44 pounds.
- Frequent use of both hands and fingers (i.e., typing)
- Frequent extended periods of sitting.
- Occasional periods of standing, kneeling and climbing
- Occasional ability of minimal hearing (i.e., driving) and routine hearing (i.e., listening to others in conversation)

The above is intended to describe the general context of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.